



STATE OF MICHIGAN
TERRI LYNN LAND, SECRETARY OF STATE
DEPARTMENT OF STATE
LANSING

FAQS: TENNESSEE RETESTING PROJECT

This document is an accumulation of actual and hypothetical questions regarding the retesting project described in a January 15, 2009 notice. Before contacting Third Party Testing Section, please check these FAQ's for the answer to your question. If you still have a question after reading the FAQ's, e-mail your question to ThirdPartyTesting@Michigan.gov or call (517) 241-6850.

SCHEDULING AND FEES

Q. A customer claims he is driving out of state and will not return to Michigan until after the deadline stated in the letter he received. Can a third party tester schedule the customer for a test after the deadline?

A. The customer must call the CDL Help Desk. The CDL Help Desk will review the situation and may grant the customer an extension. The third party tester may schedule and conduct the skills test after the deadline without confirmation from the department an extension has been given or proof from the customer that he obtained an extension. However, it is the customer's responsibility to contact the CDL Help Desk to secure the extension.

Q. The notice to third party testers states that the customer is responsible for any fees. What are the fees at the branch office for the written knowledge tests?

A. The customer is responsible for any fees, but the department has chosen to waive fees for the written knowledge tests for drivers required to retest in this project.

Q. Our organization would like to give a break to these customers. Can we offer a discount on testing or rental fees?

A. Yes, as long as you provide the same discount for all of these customers.

Q. Should a customer go to a Secretary of State branch office before contacting a third party tester?

A. No, the customer should complete the driving skills test and obtain a skills test certificate before going to a Secretary of State branch office.

QUALIFICATIONS

Q. The customer insists she was properly tested in Tennessee and wants to be exempt from retesting in Michigan. What should we tell her?

A. The customer received a Michigan CDL without taking written and skills tests based on the belief she was properly tested in Tennessee. The Michigan Department of State was recently notified by the State of Tennessee that they determined that a Tennessee third party tester failed to comply with state and Federal standards. The customer was identified by the State of Tennessee as a driver whose tests might not have been properly administered, but she is no longer under that jurisdiction's authority. She must complete those tests under direction of the Michigan Department of State.

Q. The customer claims that after he obtained a Michigan CDL, he has since upgraded his CDL and took a Michigan CDL driving skills test. Does he need to retest?

A. If the customer took a CDL driving skills test in Michigan that resulted in an upgrade to his CDL, he should contact the CDL Help Desk. They can review available information to determine if he took the necessary driving skills tests.

Q. A customer showed up at our office with a document or certificate showing that she completed a CDL driving skills test in a state other than Michigan or Tennessee. She wants us to issue a skills test certificate without conducting a skills test. Can a third party examiner issue a skills test certificate in this case?

A. No. A third party examiner may issue a skills test certificate only to a person upon successful completion of a driving skills test conducted by the examiner, or as a replacement for a certificate previously issued by an examiner employed by the same testing organization.

Q. When a customer called to schedule an appointment, we discussed the vehicle he said he planned to test in and it appeared it was a representative vehicle for the CDL he holds. When he arrived for the test, though, the examiner determined the vehicle was not representative. The customer said that he wants to upgrade (or downgrade) his CDL. The notice to third party testers stated that drivers may not upgrade or downgrade their CDL in this retesting project. Can a third party tester obtain special permission to test this customer? What should we tell the customer?

A. The customer may not upgrade or downgrade a CDL in this retesting project. A customer seeking to upgrade or downgrade his CDL may not be retested in this project. He must go to a branch office to downgrade his CDL to a chauffeur license at no fee, as described in his letter—he would surrender his CDL privileges. He would then need to pass the appropriate written skills tests to obtain a TIP for the vehicle group designation and endorsements he seeks. He would then need to pass the necessary driving skills tests. In other words, he would surrender his CDL and “start over.”

REPORTING AND RECORDKEEPING

Q. In previous retesting projects, testers were required to fax score sheets to Third Party Testing Section (TPTS). Should testers notify TPTS or the department when the customer takes a driving skills test?

A. In this retesting project, third party testers do not notify TPTS or the department when a customer takes a CDL driving skills test. The CDL Help Desk will be notified by branch office staff when a customer completes the retesting process by passing written tests at a branch office.

Q. The notice to third party testers directs examiners to conduct the driving skills test in the normal manner. Are there any special recordkeeping or reporting requirements?

A. The examiner may record in the "Comments" area of the score sheet that the customer was a retest, but this is not required. The score sheet and other associated records should be handled in the regular manner.

Q. Should testers report retests separately in their monthly reports of examiner production?

A. No, it is not necessary to report retests separately. Tally the retests with the examiner's other tests.